

Professional and Managerial Branch  
Miscellaneous Group  
Public Safety Communication Series

**COMMUNICATIONS MANAGER**

11/95 (TLW)

*Summary*

Under direction, manage functions of Police Communications Section.

*Duties*

Plan, organize, and control communication activities such as radio, telephone, call taking, computer aided or other dispatch services. Involves: developing and implementing long and short range goals and objectives; establishing policies and methods for effective, efficient emergency communication; ensuring continuity of communication functions during emergency situations which includes assessing situation, rerouting incoming calls, selecting alternative dispatching means, and moving communication center to a different location; investigating and resolving nonroutine operational, procedural and personnel problems and complaints; devising and implementing procedural changes when necessary; reviewing and analyzing work records, activity, material and equipment reports, technical materials and related data to evaluate overall program performance; assuring employees maintain required state certification in compliance with state mandated guidelines.

Develop and direct telecommunications operations and equipment maintenance. Involves: capital improvement planning; researching and recommending equipment improvements and modifications; preparing plans, and developing specifications; overseeing equipment installation, arranging for preventive servicing and repair; renewing and modifying required licenses in compliance with Federal Communications Commission regulations; developing standard operating procedures and user's manuals for department equipment.

Supervise assigned personnel. Involves: scheduling, assigning, instructing, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants and recommending selection.

Perform other duties as required. Involves: remaining current with statutory requirements and professional standards; attending E-911 and other public safety communications related meetings; making presentations; reviewing and evaluating budget requests; preparing and administering the operating and capital budget; preparing reports and maintaining records; reviewing and monitoring contracts; testifying in court.

*Minimum Qualifications*

Training and Experience: Bachelor's Degree in Business or Public Administration or related field, and five years public safety dispatching experience including three years supervisory experience; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Considerable knowledge of: principles, methods and techniques of communication systems and operation of related equipment such as trunked radio and data system, Computer Aided Dispatch (CAD) and E-911 systems. Good knowledge of management practices and procedures; research methods and statistics; law enforcement or other emergency response practices and terminology; accounting methods and budget development and control.

Ability to: firmly and impartially exercise supervisory authority; manage multi-shift, continuous operations; assure compliance with FCC rules and regulations; create and support self-directed teams; identify, compile, organize, and analyze data to prepare reports and maintain records; interpret, apply and explain rules, regulations, policies and procedures; apply statistical and mathematical modeling principles to communication operations; analyze situations accurately and adopt an effective course of action based on emergency situation and established procedures; express oneself clearly and concisely both orally and in writing; establish and maintain effective working relationships with fellow employees, public officials, other city departments and law enforcement agencies, and private corporations.

Skill in operation and care of: telecommunication and related equipment; personal computers.

Special Requirement: Work weekends, various hours, and flexible schedule possibly exceeding 40 hours per week; subject to on-call 24 hours per day, 7 days per week.

License and Certificates: Texas Class "C" Drivers License

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Director of Personnel

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Department Head

**OFFICIAL**